

terminal equipment, information to be displayed at the agent communication terminal equipment, an attention information effecting an attention tone at the affected agent communication terminal equipment; and

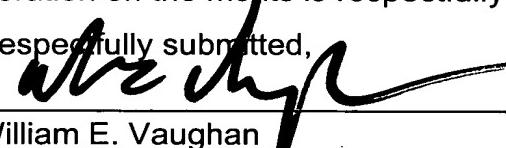
5 communicating the display request from the interactive voice response system to the automatic call distribution system.

**REMARKS**

The present amendment makes editorial changes and corrects typographical errors in the specification in order to conform the specification to the requirements of the United States Patent practice. No new matter is added thereby. Original claims 1-18 have been canceled in favor of new claims 19-35. However, claims 19-35 have been presented solely because the revisions by bracketing and underlining which would have been necessary in claims 1-18 in order to conform those claims to the requirements of United States Patent practice would have been too extensive, and thus would have been too burdensome. The cancellation of claims 1-18 does not constitute an intent on the part of the Applicants to surrender any of the subject matter of claims 1-18.

Early consideration on the merits is respectfully requested.

Respectfully submitted,

  
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